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Signature of Person Signing

Douglas D. Russell
Typed Name of Person Signing

January 8, 2001

Box Patent Application

Assistant Commissioner for Patents

Washington, D. C. 20231

Re: **"Customer Communication Service System"**
By Inventors Alisdhair Campbell and Stephen Michael
Docket No. 800431

Sir:

Transmitted herewith for filing are:

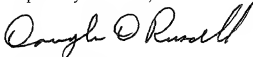
- (1) 63 page patent specification including identification of the names of all inventors, 37 claims and abstract
- (2) 17 sheets of drawings (Figs. 1-15).

Pursuant to 37 C. F. R. § 1.10, the Applicants requests the Patent and Trademark Office to accept this application and accord a serial number and filing date as of the date this application is deposited with the U. S. Postal Service for Express Mail. Please date stamp and return the enclosed postcard to evidence receipt of these materials.

Please direct all correspondence as follows:

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Respectfully Submitted,



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